

You can find information about your Bulky Item Collection schedule and other City recycling and refuse services online at www.opala.org or call 768-3200.

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bulky item collection

APPOINTMENT SYSTEM



Frequently asked Questions for the O'ahu Bulky Item Appointment Collection Service

Question: When does the new program start?

Answer: O'ahu residents may start scheduling appointments June 1, 2020. Collection crews begin collection service July 1, 2020.

Question: How do I schedule a bulky item collection appointment?

What if I do not have internet access?

Answer: Through the City's opala.org website, or if you do not have internet access, by calling 768-3200 and selecting option "0."

Question: How many items can be included per appointment?

Answer: Single-family homes may schedule up to five (5) bulky items per collection appointment and two (2) metal appliances* per separate appliance appointment. Residents are required to keep their property frontages clean and free of refuse/bulky items between collection appointments. Each individual unit within a multi-unit residential building may schedule up to five (5) bulky items per collection appointment and two (2) metal appliances* per separate appliance appointment. Residents may leave items curbside from 6:00 p.m. the night before the appointment. AOAOs may choose to schedule up to twenty (20) bulky items per collection appointment and eight (8) metal appliances* per separate appliance appointment. To choose to schedule appointments as an entire building, please contact the City's Refuse Division. Please note, if this option is requested, management will be required to consolidate bulky items for their tenants and store these items onsite in containment areas between scheduled collection appointments in accordance with Section 9-3.4 of the Revised Ordinances of Honolulu.

*These numbers may be adjusted as data and input are received.

Question: Does the City have informational flyers for multi-unit residential buildings to post in their public notice space?

Answer: AOAOs, property managers, and/or resident managers must inform their residents about the program changes. Information, including downloadable brochures to assist with this notification, are available at opala.org.

Question: What happens if someone else places a bulky item on my frontage?

Will it be collected? Will I be fined?

Answer: Collection crews will only pick up the items included in the collection appointment. Items not included in the appointment will be left behind. If someone dumped items on your frontage and you can identify the person or business, Refuse Inspectors will take action to have those items removed by the culprit and distribute educational materials to area residents to help address the problem. Should problems persist, Refuse Inspectors will take appropriate enforcement action. Issuing fines is the last resort, but may occur due to repeated failure to comply with the requirements of the program.

Question: What if I have more items than what are allowed?

Answer: If the bulky items still have some usable life left, donation is strongly encouraged. If the items require disposal, they may be taken to a City drop-off facility. Visit opala.org for a list of reuse donation locations and City refuse drop-off facilities.

Question: What if I am moving before the appointment date? May I place bulky items at the curb earlier than the appointment date?

Answer: No. It is illegal to place bulky items at the curb outside of collection appointment dates. Violations may lead to civil fines. If you are unable to wait until your appointment, we encourage you to utilize the City's drop-off facilities. Visit opala.org for more information.

City and County of Honolulu Curbside Bulky Item APPOINTMENT COLLECTION SERVICE

BACKGROUND

- Beginning July 1, 2020, bulky items will be collected by appointment only for all areas of O'ahu. The regular monthly collection will end on June 30, 2020.
- Serviced Households: ~180,000 single family homes and multi-unit residential buildings.

MAKING APPOINTMENTS

- Appointments must be made via the City's opala.org website.
- Residents who are unable to schedule an appointment online may call the City's Refuse Division office at 768-3200 and select option "0" where an employee will assist them in scheduling an appointment.
- The website requires the specified address of the collection appointment. Any special pick up instructions (i.e. pick up at the corner, or behind, etc.) should be provided in the comments to ensure timely collection.
- To schedule an appointment, the resident must select from a list of bulky items he/she intends to have collected and then select an available collection date.
- The website provides alternative disposal options for bulky items (i.e. reuse, donations, and locations of City disposal sites, etc.) in the event the available collection dates are not manageable or the resident has more bulky items than are allowable per collection appointment.
- Upon scheduling an appointment, the resident receives an email confirmation containing the appointment date and time, the items scheduled for pickup, instructions for placement of bulky items at curb, and how to modify or cancel appointment.

ADVANTAGES

An appointment-based system provides the following advantages:

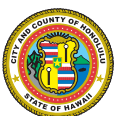
- Precise service date.
- Improves collection efficiency resulting in cost savings as bulky crews are directed to specific addresses, rather than "canvassing" entire sectors in search of bulky waste items for collection.
- Reduces driving distances and time it takes to collect materials.
- Decreases wear-and-tear on City collection trucks and roadways.
- Reduces fuel consumption and air emissions.
- Reduces illegal dumping as scheduled items will be curbside for a shorter time duration, thus reducing the likelihood it will attract other waste items.

PROGRAM MANAGEMENT

- New program residents will be informed through press releases, mailers, and online and social media promotion.
- City Refuse Inspectors will educate residents and monitor the new program areas for compliance with both the requirements of the program and City Ordinance.
- City Refuse Inspectors will issue citations for non-compliance, as appropriate.
- ENV will evaluate and improve the program based on tracked metrics – appointments made, tons collected, complaints received, and citations issued.



- Place items at curb by 6:00 a.m. on the day of the scheduled appointment, but no earlier than the 6:00 p.m. the evening before.
- Access to the items should not be blocked by objects or vehicles.
- Do not block sidewalks, driveways or roadways.
- Separate trucks are used to collect recyclable metals vs H-POWER bound items.
- Bulky items will be collected on the date of their scheduled appointment.
- If your items are still in good, useable condition, they could potentially be donated! Please contact non-profit organizations first.
- Visit opala.org for refuse, reuse, and recycling information.



Department of Environmental Services
Refuse Division | (808) 768-3200

